

04-21-04

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064198.0177  
(LB1003)

PATENT APPLICATION  
10/736,296

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Robert R. Bushey, et al.  
Serial No.: 10/736,296  
Date Filed: December 12, 2003  
Group Art Unit: 2641  
Examiner: Unknown  
Title: ***System, Method and Software for a Speech-Enabled Call Routing Application Using an Action-Object Matrix***

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

I hereby certify that this Information Disclosure Statement is being deposited with the United States Postal Service as Express Mail No. EV352389213US addressed to: Mail Stop Patent Application, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on April 20, 2004.



Shannon Justice

Dear Sir:

**INFORMATION DISCLOSURE STATEMENT**

Applicants respectfully request, pursuant to 37 C.F.R. §§1.56, 1.97 and 1.98, that the references listed on the attached PTO-1449 form be considered and cited in the examination of the above-identified application. Since the present Application was filed after June 30, 2003, copies of any U.S. Patent and any U.S. Patent Application Publications cited on the attached PTO Form 1449 are not being submitted with this Information Disclosure Statement pursuant to the July 11, 2003 waiver of 37 C.F.R. §1.98(A)(2)(i) by the U.S. Patent and Trademark Office. Furthermore, pursuant to 37 C.F.R. §§1.97(g) and (h), no representation is made that these references are material to the patentability of the present application.

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Applicants believe no fees are due for this Information Disclosure Statement, however, the Commissioner is hereby authorized to charge any fees to Deposit Account No. 50-2148 of Baker Botts L.L.P. in order to effectuate this filing.

Respectfully submitted,

BAKER BOTTS L.L.P.  
Attorneys for Applicants

  
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Date: 04.20.2004

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|--|-----------------|--------------------------|-------------------|--|
| PTO-1449<br><b>Information Disclosure Citation<br/>in an Application</b><br><i>APR 20 2004</i> | Application No. | Applicant(s)             |                   |  |
|  | 10/736,296      | Robert R. Bushey, et al. |                   |  |
|  | Docket Number   | Group Art Unit           | Filing Date       |  |
|  | 064198.0177     | 2641                     | December 12, 2003 |  |

## U.S. PATENT DOCUMENTS

|    | DOCUMENT NO. | DATE     | NAME              | CLASS | SUBCLASS | FILING DATE |
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| B. | 5796394      | 8/18/98  | Wicks, et al.     | 345   | 329      | 9/23/97     |
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| I. | 6314402      | 11/6/01  | Monaco et al.     | 704   | 275      | 4/23/99     |
| J. | 2001/0039490 | 11/8/01  | Verbitsky et al.  | 704   | 9        | 3/29/01     |
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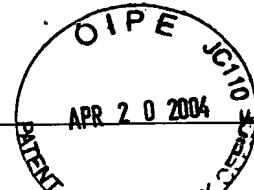
|    | DOCUMENT NO. | DATE | COUNTRY | CLASS | SUBCLASS | TRANSLATION |
|----|--------------|------|---------|-------|----------|-------------|
|    |              |      |         |       |          | YES         |
|    |              |      |         |       |          | NO          |
| Q. |              |      |         |       |          |             |
| R. |              |      |         |       |          |             |
| S. |              |      |         |       |          |             |
| T. |              |      |         |       |          |             |
| U. |              |      |         |       |          |             |

## NON-PATENT DOCUMENTS

|    |  | DOCUMENT (Including Author, Title, Source, and Pertinent Pages) | DATE |
|----|--|---|------|
| V. |  |   |      |
| W. |  |   |      |
| X. |  |   |      |
| Y. |  |   |      |
| Z. |  |   |      |

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| EXAMINER | DATE CONSIDERED |
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EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.



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|---|-----------------|--------------------------|-------------------|--|
| <b>PTO-1449</b><br><b>Information Disclosure Citation</b><br><b>in an Application</b> | Application No. | Applicant(s)             |                   |  |
|   | 10/736,296      | Robert R. Bushey, et al. |                   |  |
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| I. |  |              |          |                  |       |          |             |
| J. |  |              |          |                  |       |          |             |
| K. |  |              |          |                  |       |          |             |
| L. |  |              |          |                  |       |          |             |
| M. |  |              |          |                  |       |          |             |
| N. |  |              |          |                  |       |          |             |
| O. |  |              |          |                  |       |          |             |
| P. |  |              |          |                  |       |          |             |
| Q. |  |              |          |                  |       |          |             |
| R. |  |              |          |                  |       |          |             |

**FOREIGN PATENT DOCUMENTS**

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|----|--|--------------|------|---------|-------|----------|-------------|
|    |  |              |      |         |       |          | YES         |
| S. |  |              |      |         |       |          |             |
| T. |  |              |      |         |       |          |             |
| U. |  |              |      |         |       |          |             |
| V. |  |              |      |         |       |          |             |

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|----|--|---|------|
| W. |  |   |      |
| X. |  |   |      |

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